

Glasgow 2014 Access Statement Scottish Exhibition and Conference Centre (SECC) Precinct

Information for Spectators with Accessibility Requirements

Introduction and how to use

This guide is designed to assist people with accessibility requirements attending the following events at the Scottish Exhibition and Conference Centre (SECC) Precinct:

- Boxing;
- Gymnastics (Rhythmic and Artistic);
- Netball;
- Judo;
- Wrestling;
- Weightlifting; and
- Powerlifting.

It offers information about the venue's facilities and services so that spectators can plan their trip to the venue accordingly.

Services and facilities which are not available will also be highlighted.

The information within the Guide includes:

- Accessible assistance at transport load zones
- Distances, gradient and quality of surface on recommended routes
- Wayfinding
- Distances from the above points to security screening areas
- Security screening
- Distances from security screening areas to the venue entrance.
- Spectator Plaza (e.g. toilets, information points, wheelchair loan service, food and drink concessions, merchandise, ticket box offices and baby changing facilities)
- Seating arena
- Accessible communication aids (e.g. British Sign Language (BSL), Audio Description (AD))
- Links to the Glasgow 2014 Essential Venue Guides (which include information on accessible transport options).

Our Accessibility team – general assistance

- Glasgow 2014 will provide a trained Accessibility team at this venue and others.
- The team will wear green high visibility vests marked '**Accessibility team**'.
- On request, the team will provide:
 - a wheelchair pushing service;
 - a wheelchair loan service;
 - sighted guiding for visually impaired people; and
 - distribution of assistive communication aids, e.g. hearing enhancement pocket talkers, audio description for people with visual impairments.

Abbreviations/technical terms

BSL	British Sign Language
AD	Audio Description
1:14	The general measurement of a slope gradient where a path will rise one metre for every 14 m travelled in a horizontal direction (also 1:12, 1:15, 1:20, etc.).
PSA	Pedestrian Screen Area
Discreet PSA	Small tent for people who request to be searched in private
WTMD	Walk through metal detector
BOH	Back of house
FOH	Front of house
Overlay	Design layout, or fit-out, required by Glasgow 2014 to make the building suitable to function as a Games venue.

Emergency evacuation

An emergency evacuation plan has been prepared for each venue during the Games which specifically considers the needs of disabled people.

Location

The SECC precinct is located approximately 2 miles west of Glasgow City Centre on the north side of the River Clyde.

It comprises the following venues, all of which are in close proximity to one another:

- Netball Hall;
- Boxing Hall;
- Judo/Wrestling Hall;
- Clyde Auditorium; and
- The SSE Hydro.

Challenges

Given the temporary nature of the Games and the large numbers of visitors attending, it should be noted that there will be exceptions to best practice standards where there are conflicting demands.

For example:

- **Public safety**- routes will be very controlled. Resting benches will not be provided in locations where crowd safety takes precedence.
- **Food and drink catering concessions**-counters may not meet best practice dimensions.
- **Accessible toilets**- Some temporary toilets in the external spectator plaza will not meet best practice dimensions.
- **Costs**- Where it would be impractical to provide a relatively expensive feature which will have no place in legacy mode.
or
Where alteration to a feature is ultimately the responsibility of the venue owner/operator.

Transport

Please refer to [Accessible Transport](#) for information on Blue Badge Parking and accessible transport to the venue.

Routes

Exhibition Centre Rail Station to the Spectator Plaza

- If you plan to walk to the venue from Exhibition Centre Station, please note that, for security reasons the direct approach through the covered walkway will not be available.
- You must walk down Finnieston Street and turn right onto Lancefield Quay (approximately 12 mins from Exhibition Centre Station by foot or longer if there are queues).
- The gradient varies between 1:20 and approximately 1:22.
- There will be dropped kerbs along this route which link with other approach routes.
- A small number of benches will be provided along this route.
- Egress from the venue will be through the main egress route and if required to the accessible shuttle.
- Seating/bench resting points will be provided between Exhibition Centre Station and the PSAs.

Route from Blue Badge parking to the venue entrance

- Blue Badge Parking will be provided on level one of the SECC multi-storey car park – approximately 100m from the edge of the Spectator Plaza.
- There will be a PSA located in the multi-storey car park.
- The lift at the end of the bridge connects with the Spectator Plaza.

Route from Accessible Shuttle load zone to the PSA

- The Accessible Shuttle load zone is approximately 150m from the spectator entrance/PSA.
- The route to the PSAs from the load zone is flat.
- Our Accessibility team will provide mobility assistance, including a wheelchair pushing service, from the Accessible Shuttle load zone.
- A mobility buggy will not be provided at this venue.
- The distance from the PSA to the SECC concourse entrance is a further 180m.

Toilets (outside the venue)

- No toilets will be provided immediately outside the venue.

PSAs

Width of PSAs

- WTMDs will generally be 760mm wide x 2050 mm high

Personal items/medical dependencies

- The WTMDs will detect metal items, e.g. personal oxygen concentrators, insulin pens/syringes, prosthetic limbs, implants (such as cochlear implants) and pacemakers.
- You will be able to walk through safely.
- If you feel uncomfortable doing so, please make the security staff aware of any personal device(s) and you will be requested to be searched via an alternative appropriate method.
- If you are a wheelchair user, you may be required to pass through a wider aisle and undergo a pat down search.
- Care will be taken to wand people with a disability, particularly where the person identifies an area which is sensitive, painful to the touch, or difficult to move.
- A small number of PSAs will have an induction counter loop for people with hearing impairments, represented by a hearing loop symbol.

Discreet PSAs

- This will be available should you wish to be searched in private.
- The discreet PSA will include a chair for easy communication and rest support.

Pass out

- If you need to leave the venue for a reason related to your disability you will be permitted, with exception, to exit the venue.
- You must re-enter the venue through a PSA.

Spectator Plaza (inside the venue)

- The external Spectator Plaza will be an open area, and will comprise existing rest seating.

- On arrival you will see: the Spectator Information Point, Ticket Box Office, food and drink concessions, merchandise facilities, and toilets.
- Some but not all temporary facilities will have lowered counters.
- Where lowered counters are provided they should generally be useable; however, they may not meet all parts of the British Standards.
- Signs reading '**ask for assistance**' will be provided for people unable to reach the counters.
- No tables or chairs for catering will be provided.

Key information points will include a portable counter loop for people with hearing impairments.

You must be within 1m of the counter loop, and should switch your hearing aid to the 'T' setting to communicate effectively.

Accessible toilets (within the Spectator Plaza)

- Toilets in the Spectator Plaza will be of the chemical waste type. Although they show a wheelchair pictogram, they will have a turning space of less than 1.5m x 1.5m.
- Also see 'Spectator concourse'.

Changing Places facility

- A temporary facility, equipped with a WC, hoist and padded changing bed, will be provided within the Spectator Plaza.
- It will be approximately 10m², and will have a corner toilet layout with horizontal and vertical grab rails.
- If you require use of this facility please speak with a member of the Spectator Services team you will be escorted to it.
- Carers are advised to bring along slings suitable for individual needs.

Wheelchair storage

- If you have purchased a standard seat ticket but have arrived in a wheelchair, we will provide storage for your wheelchair away from your spectator seat.
- A similar procedure will be in place for the wheelchair loan service.

Wheelchair Charging Points

Wheelchair charging points will not be provided at this venue; therefore we urge you to prepare in advance and consider good battery management.

If you experience problems with your powered wheelchair or mobility scooter at the venue, please speak with one of our Accessibility team members.

Spectator concourse (SECC Halls)

- The internal spectator concourse within the SECC Halls will be busy and movement will be controlled at all times.
- The primary route will be a one way system.
- This route serves the venues for Judo/Wrestling, Boxing, , Netball and Gymnastics.
- Resting seats or benches will not be available along the spectator concourse.
- A catering area will be provided at the west end of the spectator concourse of the SECC Halls.

Accessible Toilets

- Accessible toilets will generally be provided within the halls or the spectator concourse.
- These will be within approximately 45m (measured horizontally) of most points used by spectators.
- Please note that all accessible toilets in the SECC precinct will only be lockable by RADAR key.
- A number of RADAR keys will be available from the Spectator Information point.
- One of the toilets along the concourse is suitable for side transfer but will not be suitable for front transfer because of restricted space in front of the WC pan.
- Toilets will generally be provided with emergency pull cord alarms.

Baby changing

- Basic baby changing facilities will be provided in the form of fold down plinths with safety straps, within accessible toilets and also male and female toilets.

Spectator seating

Seating category

There are two main seating categories:

- Wheelchair Access seating
- Easy Access seating

If you require a seat with additional leg space, on the end of a row or close to toilet, for a reason related to your disability, this should have already been captured on your ticket.

You must inform our ticket line by calling **0808 161 2014**.

Family groups and companions

- The Ticketing team has made every effort to ensure that small groups/families will not be separated.

Features along the field of play

The following features may be located in front of the wheelchair seating:

- Microphones;
- Cameras;
- Advertising corrals;
- Press/photography;
- Technical officials; and
- Scoring systems.

Spectator viewing within the SECC Halls

- All of the halls will have wheelchair accessible seating on the front row.

Judo/Wrestling Hall

- This hall will feature a slightly elevated platform containing a circulation space between approximately 0.9m and 1m behind spectating wheelchair users.
- Passing places will be provided along this platform.
- Wheelchair users will look up slightly towards the field of play, which is approximately 800mm above floor level.

Boxing Hall

- Viewing spaces within this hall will be level with the floor, with a non-elevated view of the boxing ring.

Netball Hall

- Viewing spaces within this hall will be level with the floor, with a non-elevated view of the field of play.

Spectator viewing (SSE Hydro)

- Ticketholder viewing for wheelchair users will be on the 2nd floor.
- This may differ when the venue is used for Boxing and Netball.
- Other wheelchair viewing is for either accredited groups or hospitality.
- Viewing for wheelchair users is also provided in upper tiers (level 2 and level 3).
- The angle of the seating rake is steep in the uppermost tiers, and handrails are not provided.
- Please ask the Accessibility team for assistance if you have difficulty in climbing these steps.

Spectator viewing within the Clyde Auditorium

- Spectator viewing for wheelchair users will generally be located at the rear of the Stalls & Rear Circle areas of the Auditorium.
- The floor of the viewing space is slightly sloped and will require application of brakes.

Assistive technology/hearing enhancement

- Standard commentary will be provided in ear for people with a hearing impairment.

Hearing enhancement technology

- Glasgow 2014 will provide hearing assistance technology by radio communication aids for you to enjoy the live commentary.
- Multiple channels are available through this system.

- With the exception of the Clyde Auditorium, there will not be a fixed induction loop zone, which is normally confined to one or two zones, for people with a hearing impairment.
- If you have a hearing impairment, your ticket purchase will not restrict your seating location.
- Inductive couplers, which hook over the ear, will be provided on loan along with a receiver to pick up in-venue technology.
- Glasgow 2014 will not be providing neck loops; however, the receiver will be compatible with most neck loops.
- If you normally wear a neck loop you can take it into the venue and plug into the handheld receiver.

BSL

- A BSL remote interpretation service will be provided through the use of tablets at the Spectator Service Information Points.
- This is for one to one communication

Captioning

- There will be no captioning provided at this venue.

AD for visually impaired people

- AD will be provided at the SECC precinct for some sports
- Please refer to [Assistive Technology](#) for more information.

Video screen

- A video screen will be provided to assist all spectators in their enjoyment of the sport.

Auxiliary services

Sighted guide service

- A sighted guide service will be available at this venue.
- Please ask about accessing this service at the Information Point.

Assistance Dog spending area

- A place for assistance animals to relieve themselves will be located on the north-west side of the Spectator Plaza and will provide shade under the existing trees.
- The area will be surrounded by a low fence and will be equipped with a water bowl.
- Part of the area will be covered in an organic material (such as wood chips).
- This will be cleaned regularly.
- There will be no directional signage, other than a sign fixed to the fence displaying the words '**Dog Spending Area**' and a dog pictogram.
- A sighted guide service to this point will be provided if requested.

Cable covers

- Glasgow 2014 has made every effort to contain cables using cable bridges.
- There may be a need to contain cables along the ground of some routes using cable covers with a slight ramped profile.
- Cable covers will contrast well against the floor so that people with visual impairments are aware of their presence.

Summary

- Please refer to [Accessible Transport](#) for information on accessible parking.
- Accessible parking will be approximately 150m from the main venue entrance (a further 120m to the building concourses).
- There will be no mobility buggy service at this venue.
- The Accessibility team will provide a wheelchair pushing service.
- The Spectator Plaza is generally flat.
- Tables and chairs are not available in the Spectator Plaza.
- There will be a small number of rest benches in Spectator Plaza.
- Assistance Dog Spending Area.
- Portable counter loops for people with hearing impairments will be available at key Information Points.
- All toilets for SECC venues are only lockable by RADAR key.
- Assistive hearing technology to listen to commentary will be available for all sports.
- AD will be available at some venues, and must be pre-booked.
- BSL interpreting service will be available as a remote service using tablet technology. (one to one communication only)

Alternative formats of this document are available on request.

Email contactus@glasgow2014.com

Or call 030 3333 2014.

If you wish to use a text relay service, see www.textrelay.org